

Wargrave Surgery

PPG Newsletter October 2019

Welcome to the fifth Newsletter from the Patient Participation Group (PPG). With the retirement of Dr Julia Thurston and with Dr Puddy recovering from an operation on his shoulder, the practice has been under some stress. Two of the other partners, Dr Kennedy and Dr Alton are both also heavily involved in activities related to the development of Primary Care across the Thames Valley Area.

Despite this the practice continues to offer very high standards of patient care and good access.

The practice has recruited three part time salaried doctors which has alleviated the situation but patient numbers continue to increase and the practice is now increasingly constrained by the space available for consulting and treatment rooms.

The three new part time doctors at the Surgery are
Dr Jennifer Singh
Dr Teresa Abbott and
Dr Annabel Menzies



Dr Singh

Dr. Jennifer Singh trained at Peninsula Medical School in Devon graduating in 2010.

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Key Issues in this Newsletter

Retirement of Dr Thurston

Three newly appointed part time doctors

Flu Clinics

Integrated care system - what it is and how it will affect us.

Primary Care Networks

Population health management.

Nostalgia - 100 years of healthcare in Wargrave

Surgery website use - statistics



Dr Julia Thurston.

Following an illustrious early career at Guys medical school, Julia came to the practice at a time when the village was expanding rapidly. Sandra Swan had been only the second female GP in the Reading area, and it was clear, even then, that many female patients preferred a female doctor.

Julia was responsible for a succession of building developments which saw the surgery grow from two consulting rooms, to what exists now.

She leaves Wargrave Surgery in an excellent position. Patients have rated it as the best in

West Berkshire. This enables it to recruit enthusiastic young partners such as Dr Aimee Stocks and Dr Dan Alton, as well as excellent salaried doctors and nurses. Wargrave residents have a lot to be thankful to her for.

We wish Julia and her husband a long and happy retirement.

Flu Clinics

Wargrave Surgery

A drop in clinic was held on Saturday 21st September. If you were unable to attend this clinic please phone the surgery to register an interest in attending on a future occasion.

Knowl Hill

Registered Patients who would normally use the outreach surgery

Friday 4th October – 10.30 – 11.00

Friday 11th October – 10.30 – 11.00

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She has a wide range of experience in hospital medicine, which has included medical diagnostics, acute medicine, obstetrics and gynaecology (with an additional specialist post-graduate qualification in women's health). Dr. Singh has other keen interests too, including mental health and chronic disease management.

Photos of Drs Abbott and Menzies are not currently available but will be available on the practice website shortly

Flu vaccines for Vegans and Vegetarians

This year, all flu vaccinations are grown on eggs. The vaccination for over-65s and children contain ingredients derived from animals.

Advice from the Vegetarian Society is that they understand that many people may be conflicted about having to take non-vegetarian/vegan medicines.

However, people should not put themselves at risk and should take medicines and vaccines they need, even if there are no vegetarian or vegan alternatives.

Wargrave Surgery PPG Survey November 2018

We had a good response (337 patients) to our latest survey. Thank you to all who participated. The results and recommendations are on the website and available in hard copy on the surgery PPG notice board.

Our PPG Piggott School members have also conducted a survey of the school's 6th formers relating particularly to mental health. The report of this is due to be published shortly.

Services for young people

There is a wide range of services available for young people in Wokingham Borough see, for example,

<https://www.wokingham.gov.uk/children-and-families/for-young-people/>

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Waltham St Lawrence

Registered Patients who would normally use the outreach surgery

Friday 4th October- 11.30 – 12.00

Friday 11th October – 11.30 – 12.00

Please collect your consent forms from the main surgery prior to the clinics.

Flu vaccine 2019

There are several types of flu vaccine and you will be offered the one that's most effective for your age:

Adults aged 65 and over will be offered either an adjuvanted trivalent injected vaccine grown in eggs (aTIV) or a cell-grown quadrivalent injected vaccine (QIVc) – both vaccines are considered to be equally suitable.

Adults aged 18 to 64 who are either pregnant, or at increased risk from flu because of a long-term health condition, will be offered a quadrivalent injected vaccine – the vaccine offered will have been grown either in eggs or cells (QIVe or QIVc), which are considered to be equally suitable

Children aged 2 to 17 in an eligible group are offered a live attenuated quadrivalent vaccine (LAIV), given as a nasal spray.

Children between 6 months and 2 years old who are in a high-risk group will be offered an injected flu vaccine. (The nasal spray is not licensed for children under 2).

Talk to a GP or pharmacist for more information about these vaccines. See advice for vegans in the left hand column.

Live attenuated viruses are often used as vaccines because, although weakened, they can stimulate a strong immune response.

Adjuvants may be added to a vaccine to boost the immune response.

Trivalent means a synthetic vaccine consisting of three inactivated influenza viruses while quadrivalent means four....

Integrated Care System (ICS)

Integrated care happens when NHS organisations work together to meet the needs of their local population. ICSs will take the lead in planning and commissioning care for their populations and providing system leadership.

Until recently, when we were referring to the ICS, we meant the ICS for Berkshire West. More recently NHS England has ordained that the ICS should be broadened to include Buckinghamshire, Oxfordshire and Berkshire West (the BOB ICS).

The BOB ICS covers a population of 1.8 million, three Clinical Commissioning Groups (CCGs), six NHS Trusts, 14 local authorities and 175 GP surgeries.

The aim is to help meet a 'triple challenge' set out in the NHS Five Year Forward View – better health, transformed quality of care delivery, and sustainable finances.

Discussions are currently taking place to develop a single Commissioning organisation for the BOB ICS.

Wargrave Surgery Online

The practice website is available [here](#)

You can register for personal services via the Administration tab on the website. This permits you to book and cancel appointments, view your medical records and test results and much more.

Community Navigators

[Community Navigators](#) provide a service across Wokingham Borough and will be able to help you find out what is going on in your community.

If you want to refer someone, or want someone to contact you to help you navigate support, charities and community groups available in your area then you can

- complete an [online referral form](#) or
- download the [referral form](#).

Please then complete and return it to the Community Navigator Coordinator by post or by email.

marie.johnson-hall@involve.community

CPR and defibrillator training

Although a training session has not been organised for some months please register your interest by e-mail [here](#) and you will be contacted when the next session is being held.

Royal Berkshire Hospital - become a member!!

The RBH is a Foundation Trust (FT) These Trusts were set up by legislation in 2003 in order to devolve decision-making from a centralised NHS to local communities in an effort to be more responsive to their needs and wishes. Each Foundation Trust has a Council of made up of elected Governors and appointed Governors. Elected Governors are chosen by a secret, postal ballot, of the membership. Any local resident can apply to be a member of the Trust.

As a member you can:

- receive regular information about our activities, for example, our newsletter

Primary Care Networks (PCNs)

Clusters of local surgeries have teamed up to become Primary Care Networks and there are now 14 PCNs serving the Berkshire West CCG area.

The Wargrave practice belongs to a PCN which also includes the Twyford, Woodley, Parkside and Loddon Vale practices.

PCNs will provide patients with a wider range of health and wellbeing services that are specifically geared towards the needs of their areas. This means that, over time, people like Social Prescribers, Pharmacists, Physiotherapists, Community Mental Health professionals, Physicians Associates and Paramedics could all be based within a PCN.

The new way of working brings health and social care closer to people and is aimed at making the NHS more efficient and effective for patients and staff. By offering extra care options to people locally, and by making more use of technology for on line consultations and appointments, it's hoped to free up clinicians time to concentrate on more urgent cases.

It's the biggest transformation of primary care in the last 15 years and is part of the NHS Long Term Plan to revolutionise people's physical, mental, emotional and social health care and make it more digitally driven.

PCNs across Berkshire West serve a population of 528,000 and they will all draw on the healthcare expertise from teams at the Royal Berkshire Hospital, the voluntary sector, social care teams and staff at the Berkshire Healthcare Foundation Trust.

Population Health Management

A new approach – called Population Health Management (PHM) – is helping us understand our current, and predict our future, health and care needs so we can take action in tailoring better care and support with individuals, design more joined up and sustainable health and care services, and make better use of public resources.

By studying the population make up of groups of patients the NHS can look at problems that keep cropping up, or a particular band of people who keep needing treatment, and look at the best way of intervening early on and helping them.

For example, research has shown smoking rates are higher in Reading and Newbury than in Wokingham and more people are overweight and less active in Reading and around Newbury.

A deeper study of the data helps pinpoint things like people at risk of falls, those suffering mental health problems or others with respiratory problems, and this means health and social care professionals can then intervene to try and tackle problems earlier. This can prevent them turning into more serious, chronic illnesses like diabetes and heart disease – health problems that cost the NHS large sums of money and take up big chunks of staff time.

So, by tackling them early, it's not only improving people's quality of life, but also allowing the NHS to earmark vital resources to areas where they're most needed.

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- be consulted, for example, on how the provision of services could be improved
- be invited to member events, for example information seminars and tours of the hospital
- be able to stand for election to the Council of Governors
- vote in the election of representatives to the Council of Governors
- receive discounts on a wide range of goods and services

Please become a member by either
Email to

foundation.trust@royalberkshire.nhs.uk or by phone to 0118 322 7405 or by completing the form on the Trust website [here](#)

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This approach is being made possible by the huge recent improvements in digitally recording and integrating patient data. Its effectiveness will depend on opt-out rates. If large numbers of people opt out of allowing confidential patient information to be used for research, this could affect the quality and validity of the data on which this research depends, potentially undermining important work to improve services and treatments.

The development of Healthcare in Wargrave

In the village in the lead-up to the foundation of the NHS in 1948, the general practitioner in the village was John McCrea. Patients were seen in his home, Lawn House, on School Lane, and in their own homes.

The district nurse, Olive Cameron had just retired during the previous year, having been the nurse in the village for over 20 years. In her earlier days, she provided both midwifery and general nursing care and was on call continuously except for her 2 weeks of holiday each year. She lived in a bungalow in Blakes Lane, which had been given in 1928 for the use of the nurse.

If patients needed to be treated for physical problems in hospital, there was Townlands and the War Memorial Hospital in Henley. In Reading there was the Royal Berkshire, which was a voluntary Hospital, and Battle Hospital, which was initially the work house, latterly becoming a Municipal Hospital. The Smiths Hospital, at the end of the Fair Mile, in Henley was the asylum for mental illness. Prospect Park Hospital was the hospital for infectious diseases in Reading.

In Wargrave, there were 2200 residents in 1939. However with the subsequent building of Highfield Park, and with the practice taking in rural areas like Crazies Hill, Dr McCrea would have been looking after well over 2500 patients, which would explain why, when Godfrey Black took over the practice, he was then able to recruit Joe Paton to work alongside him.

The predicted initial annual cost of the NHS was £170 millions. However, in its first year of operation, the actual cost was more than £305 millions. £1 million was budgeted in the first year for opticians, but, in the first year, 5.25 million spectacles were issued, costing £32 millions.

Thanks to a series of building projects over the last 30 years, we now have much more space than before. When Mark Puddy started, the practice had 2 doctor's rooms and 1 nurse's room. Now it has a treatment room and 7 other rooms occupied by nurses or doctors, and a room used by the physiotherapist. The practice has recently extended into the old warden's flat, which is used for meetings and administration.

According to a recent NHS buildings' survey, the practice still needs an extra 50% of floor space for the current population list which is running at nearly 7200.

(Based on Dr Puddy's presentation to the Wargrave Local History Society on Tuesday Sept 10th . © Dr Mark Puddy). Please click [here](#) to access a more detailed account of this presentation on the Local History Societies website.

The PPG

The current membership of the Wargrave Surgery PPG is:

Tom Berman	0118 940 3319
Sue Griffiths	0118 940 3102
Tony Lloyd	0118 940 2226
Jane Love	0118 934 3384
Tony May	01491 411569
Celia Reinbolt	0118 934 2433
Lisa Sayers	07725 552760
Kate Wilson	0118 934 4073
Grace Atkinson	Piggott School
Bethany Neall	Piggott School

If you should have any non-clinical surgery related issue that you are unwilling to take up directly with the practice manager but would like to feed back to the PPG then please contact any PPG member and we will help if we can.

[The PPG hopes that you find these newsletters of interest and would welcome comments by e-mail to

wargravesurgerynet@rgten.co.uk]

Frequency of use of the services available on the Surgery website.

Wargrave Practice

Live Date:
19th November 2018

Patient List:
6895

Statistics created:
3rd September 2019



Request Type	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	
Access to Medical Records				1							1
Ask a Doctor a Question	1	5	5	4	5	2	5	8	8	4	47
Ask the Nurse a Question	1						1			1	3
Ask the Practice a Question	2	2	1	5	3		2	1	2	1	19
Ask the Reception a Question	1	5	4	2	6	5	1	3	3	4	34
Asthma Review	10	2				4	1	1	2	2	22
Blood Pressure Review									1		1
Cancel Appointment			1	1			1		1		4
Change of name or address	3	2	1	4	5	2	3	1	2	1	24
Contact the Practice	8	16	23	12	17	10	12	12	14	19	143
Contraceptive Pill Review								1			1
Feedback			1	3						1	5
Medical Report Request					1				1	1	3
Medication Review		1							1		2
New Patient Registration	4	3	14	31	10	19	8	21	30	39	179
Patient Participation Group Registration				1					1		2
Prescription Question	1		3		1	2	2	1	1		11
Referral Request		1		1	2	1		1			6
Register a Carer								1			1
Register a Veteran				1				2			3
Register for Online Services	36	85	60	44	54	36	34	35	26	27	437
Register for the Electronic Prescription Service	1										1
Repeat Prescription Request	43	165	196	146	173	168	181	130	175	162	1539
Sick / Fit Note Request	2				1			1	3	1	8
Test Results Request	1			1			3		2		7
Travel Risk Assessment	3	1	6	1	4	1	4	13	7	13	53
											0
											0
											0
											0
Totals	117	288	315	258	282	250	258	232	280	276	2556



The statistics shown in the above graphic indicate the frequency of use of the services provided by the practice website over the past 10 months.

Please note that you can now complete Asthma, Blood pressure and other reviews on the website in the Health Review and Assessment Clinic.